

## Call Conference

Assuming that A and B are in conversation. A wants to bring C (or D & E) into a conference:

- 1) A presses line 2. The call between A and B is placed on hold.
- 2) A enters the number of C and then presses the **Send** soft key or **#**. C answers the call.
- 3) A presses  or the **Conference** soft key. Now A, B and C are in a conference call.
- 4) To add D&E, A presses Line 3, and the current conference is now on hold. A dials D and presses . D is now in the conference call. A Presses line 4, dials E, presses  , and now A,B,C,D,E are in conference together.

**Note: If C does not answer the call, A can go back to continue the conversation with B.**

**Once A hangs up the call, the conference is ended, while if B or C hangs up the call, the conversation between A&C or A&B continues.**

## Checking Voicemail

### From your phone

- 1) Lift the handset and press the **Message** button. Follow the voice prompts to enter your Password (PIN). **OR**
- 2) Lift the handset and dial your Company's VM Extension. Enter Password (PIN).

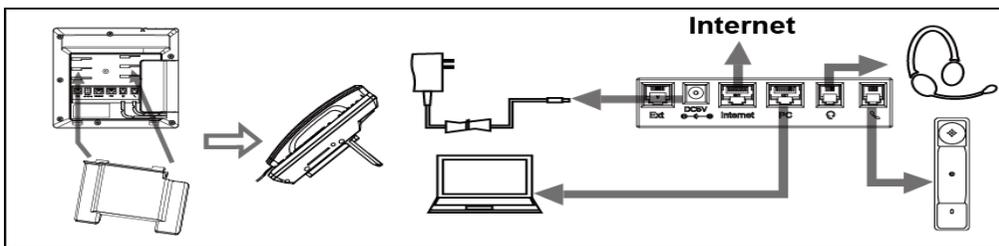
### Using Absolute VOICE Web Portal

- 1) Log into your Absolute VOICE Web Portal and go to the Messages page.
- 2) Double-click the message to play through your PC's speakers.

### Using PSTN

- 1) Dial the 10-digit number assigned to your phone and wait for your voicemail greeting.
- 2) Press \* upon hearing the greeting and enter your password (PIN) when prompted.

## Assembly



## Contact Support

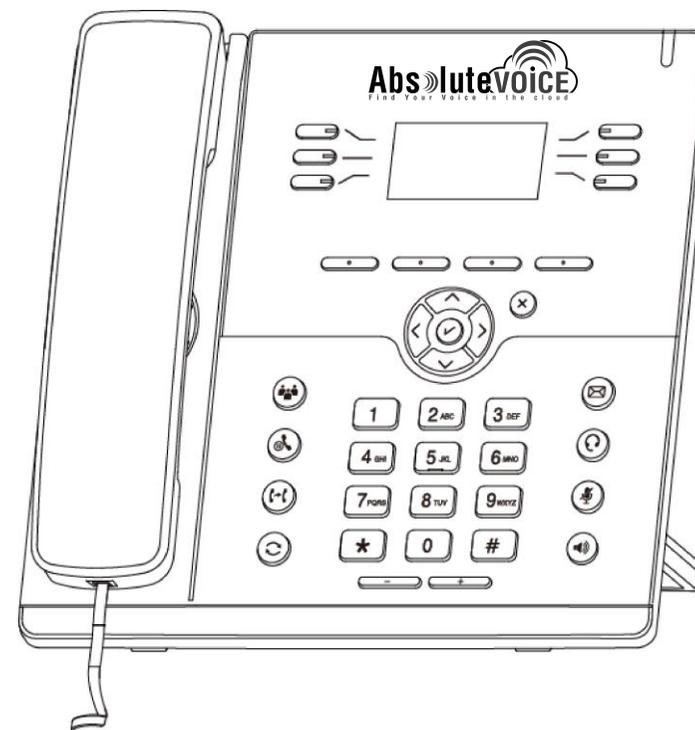
Email Absolute VOICE support at [support\\_request@callabsolute.com](mailto:support_request@callabsolute.com)

For additional assistance, the Absolute VOICE Support Team is ready to help at any time at:

Corpus Christi: 361-888-6776 | San Antonio: 210-892-3800 | Austin: 512-888-6776



# Enterprise IP Phone



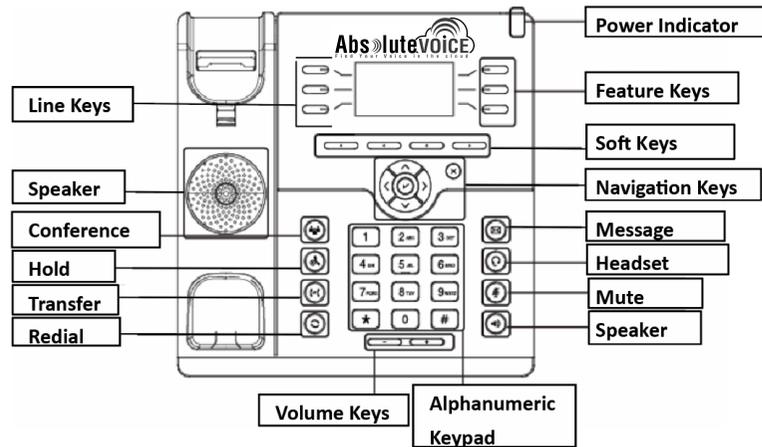
## Quick Reference

For

**AV-270**



## Hardware Overview



## LEDs

- 1) **Power Indicator:** Steady green when power is on; blinking green when the call is ringing.
- 2) **Line Keys**
  - Steady green:** A conversation is occurring, or a call is in the process of being dialed.
  - Blinking green:** The call is on hold.
  - Blinking red:** The call is ringing.
  - No light:** Idle interface.

## Place a call

Three call modes:

- 1) **Handset:** Pick up the handset; enter the number, then press send soft key or press **#**.
- 2) **Speaker:** Press  or the line keys; enter the number, then press send soft key or press **#**.
- 3) **Headset:** Press ; enter the number, then press send soft key or press **#**.

**Note:** You can use **Contacts** or **History** to dial a number. You can also alternate the mode during the call.

## End a call

To end a call in three different modes:

- 1) **Handset:** Hang up the handset or press the **Cancel** soft key.
- 2) **Speaker:** Press , or press the **Cancel** soft key.
- 3) **Headset:** Press the **Cancel** soft key.

## Answer a call

- 1) **Handset:** Pick up the handset.
- 2) **Speaker:** Press  or press the **Answer** soft key.
- 3) **Headset:** Press .

**Note:** You can also reject the call by pressing the **Reject** soft key.

## Redial

Press  to redial the last number dialed.

## Hold

Press  or press the **Hold** soft key during a call to hold the call.

Press  or **Resume** soft key to resume the call.

## Call Mute

Press  to mute the microphone during a call.

Press  again to un-mute the microphone.

## Call Transfer

### Blind Transfer

- 1) Press  or **Transfer** soft key during the conversation. The call is now on hold.
- 2) Enter the number that the call is to be transferred to.
- 3) Press  or the **Transfer** soft key and now the blind transfer is complete.

### Attended Transfer

- 1) Press  or **Transfer** soft key during the conversation. The call is now on hold.
- 2) Enter the number the call is to be transferred to and press the **Send** soft key or **#**.
- 3) When the call is answered, make the introduction, and then press  or **Transfer** soft key and the attended transfer is complete.

### Semi-Attended Transfer

- 1) Press  or **Transfer** soft key during the conversation. The call is now on hold.
- 2) Enter the number the call is to be transferred to and then press **#**. [hear ring tone]
- 3) Press  or the **Transfer** soft key and the semi-attended transfer is complete.